**Reference: Mark Glenn - (818) 263 - 9698**

**Dedicated and efficient with the ability to succeed or progress in any role. Outstanding leadership qualities as well as personal drive towards a group or individual goal.**

**KEY SKILLS**

Customer Satisfaction | SMART goal coaching | Emotional Intelligence | Delivering the Hard Message | Making Wise Business Decisions | Detail Oriented | Quick to Adapt

**PROFESSIONAL EXPERIENCE**

**Customer Service Rep** | Overstock | SLC UT | 2014-Current

* Handling customer’s issues as well as time management

**Promotion: Specialized Representative** (LTL Department) *July 2015- November 2015*

* Handling customer’s inquiry regarding freight logistics and overall operations with multiple warehouses

**Promotion: Team Lead |** *November 2015-September 2017*

* Developing new and existing agents to achieve maximum success
* Handle escalated customer issues
* Uphold Company culture and Value

**Accounting Department**| Select Health | Murray UT | *October 2017-February 2018*

* Handling Customer Issues as well time management
* Input and keep records of all customer purchases of policies
* Remain within government guidelines and company standards with call customer transactions

**Insurance Agent** | Liberty Mutual Insurance | Draper UT | *December*2018-June2019

* Licensed insurance agent helping customers find the best auto coverage and modify existing plans

**EDUCATION**

**Blue Peak High school**: Graduated 2014

**Career Foundry** – *2019* | Full Stack Web Development with proficiencies in HTML, CSS, SCSS, JavaScript, jQuery, React, Angular, Vue, Node.js, and MongoDB.